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Career Opportunities: Head Agile CoE (8544)

Requisition ID 8544 - Posted 08/28/2012 - Information Technology - Senior Management - Full Time - Office - Technology and Operations - North America - Canada - Ontario

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Job Category: Information Technology **Job Type:** Full Time
Employment Type: Permanent **Pay Type:** Salaried
Exempt/Non-Exempt: N/A **Work Schedule:**
Work Hours/Week: 37.5 **People Manager:** Yes
Work Environment: Office **% Travel Required:** 0-25
Province/State/County: Ontario (CA-ON) **City:** Toronto
Address: 155 Wellington St West **Requisition ID:** 8544

PURPOSE

Provide Leadership for and drive a large transformational initiative which changes and optimizes the delivery of solutions across the Enterprise via the Continuous Delivery which an Agile focused combination of agile/ traditional/ hybrid methodology across RBC. This position also has overall accountability for developing the Continuous Delivery Center of Excellence. Key elements of the role include: A) Providing thought leadership on Continuous delivery for RBC, creating content, standards, training and delivery of services on key strategic programs, projects by applying enterprise frameworks and methodologies. B) Building and Developing the team - further building the team, by coaching and developing existing high function in team members as well as augmenting the team by hiring additional staff to support our growing workload. C) Providing expert advice and consultation to leaders across T&O to support efforts in introducing Agile practices in their projects D) Setting priorities and assigning internal or external resources to projects E) Developing tool, framework and training strategies for Continuous and traditional Delivery Methods at RBC

-All responsibilities carried out in accordance with the Code of Conduct, RBC Values and Guiding Principles ensuring compliance with the Privacy Principles-

PRIMARY RESPONSIBILITIES

Drive the Continuous Delivery Methodology agenda in T&O and the Business

Provide thought leadership, direction and champion the Agile methodology across T&O. Continue to develop the Continuous /Agile COE and help create the mandate, training processes, communication strategy as well as an trusted internal advisor and SME to T&O OC members & senior leaders across the T&O organization to drive the adoption of Agile methodology

Develop, coach and mentor a team of skilled internal and external consultants, with a view to creating champions of Continuous / Agile delivery methods as SMEs for future rollout across the enterprise

Present regularly and create forums, channels of communication to continuously enhance the awareness & usage of Continuous /Agile methods within T&O and the external world

Actively pursue and build networks, partnerships with internal, external stakeholders to increase awareness of the methodology and do help identify projects, programs and businesses that would benefit from using Continuous /Agile

Solve complex business and technology problems partnering with leaders across T&O and bring Continuous/ Agile knowledge to provide 'best-fit' solutions

Futher Develop the Continuous / Agile COE & Execute upon the strategies

Prepare, implement, and support the COE; ensure the team understands its role and monitor its effectiveness, and make adjustments as necessary.

Define the Communications, Engagement Strategy, Engagement Plan, Communications, Engagement Material and Engagement Evaluation Material.

Develop, prepare, deliver, and evaluate stakeholder interventions (including communications), and adjust the Communications and Engagement Plan as needed.

Build Executive Leadership and Commitment

Identify, develop, and implement leadership interventions, including supporting materials, especially during the launch phase to gain buy-in from senior leaders across T&O

Review and analyzes the Project pipeline to evaluate and ensure that the team resources will be able to sufficiently address demand.

Ensure that program and project management processes are utilized to streamline and enhance effectiveness and minimize risk to the organization

Act as the 'Go to' person for T&O leadership Agile methodology related questions

Oversee and report regularly to T&O OC to build support for the Agile COE strategy and to ensure the team's capabilities are leveraged across the entire T&O organization

Work with Executives and Senior Management to ensure that the Agile resources are engaged in a timely manner to support key programs and projects in T&O

STRATEGY AND COMMUNICATION

Develop and maintain strong relationships with Business Executives, Senior Management and other internal and external partners.

Leverage external & internal communication expertise to create visibility and awareness for Agile methodology across T&O

Create a clear strategy for moving the Agile capability from current state to aspirational future state

GROUP EFFECTIVENESS

Facilitate the integration of process improvement solutions within change efforts

Assist in developing/refining governance processes ensuring consistency

Identify and document best practices, savings opportunities or process improvements

Responsible to actively identify opportunities for service/productivity improvements

GENERAL

Effectively communicate and build rapport with team members, stakeholders and business partners, using a variety of techniques and collaboration from initiation to close of engagements

Demonstrate use of tools (where appropriate)

Facilitate complex group meetings for requirements gathering, problem solving, decision making, task implementation, and strategic planning

Assist in preparing presentations for communication sessions, to business partners, senior management and executives

Continuously improve skills, revise career development and enhance individual performance and adaptability

Continually builds knowledge and acumen in all aspects of the organization, the business, processes and Agile methodology, best practices.

Relationships & Communication

Provide superior client experience and strengthen relationship with business partners.

Liaise between vendors, Executives, BU, T&O and supporting groups.

Manage program communications including status reports to all stakeholders.

Selects external vendors and third parties as necessary and manage the relationships

Managerial Excellence

Set direction and vision for the team.

Manage performance, Reward and recognition.

Coach and mentor team members

Establish succession plan for key positions, including own.

Select and build a high performing diverse team that leverages individual capabilities and strengths.

Promote a mindset for sustained success, growth and diversity.

Spearhead and guide people through change.

HOW TIME WILL BE ALLOCATED (percent):

40% - Driving Agile Engagement / Pipeline across the Enterprise

25% - Coaching and Advising team members

25% - Communication and adoption of the Agile methodology

5% - Process improvement initiatives

5% - Managerial Excellence

POSITION REQUIREMENTS/ SPECIFICATIONS

BEHAVIOURAL COMPETENCIES

Leadership (4)

Impact and Influence (4)

Listening, Understanding and Responding (4)

Organizational Awareness (4)

Resourceful Use of Others (3)

Teamwork and Cooperation (7)

Achievement Motivation (4)

Adaptability (4)

Analytical Thinking (5)

Conceptual Thinking (4)

Initiative (5)

EXPERIENCE

Extensive experience with managing large transformation programs, Account management, exposure to Innovation and creating strategic plans

Proven ability to build and develop high performing teams

Minimum 5 years experience managing complex enterprise level initiatives

Experience with application consulting firms would be preferred

Demonstrated project management skills in delivering projects with 3rd party suppliers using Agile methodology

Thorough understanding of System development, managing vendor relationships and collaborating with internal, external partners

Ability to apply Agile methodology and best practices to diverse range of projects

Strong knowledge of all aspects of Technology & Operations and how they support/add value to the rest of the organization

Strong communication skills

Strong analytical skills, problem solving skills

Strong teamwork orientation

Strong organizational skills with the ability to meet deadlines and manage several activities simultaneously
 Effective at working with senior managers and executives
 Demonstrated leadership ability
 Strong organizational, planning and personable skills.
 Proficient in MS Office tool suite

EDUCATION

Undergraduate Degree or equivalent experience
 Agile methodology training, certification preferred

TECHNICAL & SYSTEMS KNOWLEDGE:

Agile methodologies (E)
 Good organizational skills with the ability to handle several simultaneous activities of varying magnitude (E)
 Strong writing and communication skills (E)
 Strong stakeholder management skills
 Solid skills in managing issues, changes and problems (E)
 Ability to complete tasks independently (E)
 Issues escalation and resolution (P)
 Cost/Benefit Analysis & alternatives identification (P)
 Budgeting, project costs management (P)

DOMAIN KNOWLEDGE

Knowledge of Agile methodology, Standards, Best Practices, Methodologies & audit requirements, as applicable

BUSINESS KNOWLEDGE

Highly skilled at facilitation and information gathering (E)
 General knowledge of factors affecting business (P)
 Working knowledge in Finance and Accounting (P)
 Understanding BU Specific Strategies & Critical Success Factors (P)
 Keeping up with trends in the Agile practice (E)

*Skills Requirement Level Scale:

B - Basic understanding/ awareness
 D - Developing/ Applies existing
 P - Proficient / Adapts existing
 E - Expert / Creates new

KEY ORGANIZATIONAL RELATIONSHIPS

Position reports to VP Solution Delivery Services
 10 direct reports
 Business and Technology Partners
 RBC Business Platforms
 T&O Executive
 3rd-party providers of Agile services
 Program/Project leaders across T&O

PROJECT OR ASSIGNMENT CONTEXT:

·*Scope, complexity & risk - High, Medium, High*
 ·*Sizing – Very Large*
 ·*Impact - Very High*

Diversity:

Diversity in the workplace, one of our shared values, lies at the heart of our rewarding, open, supportive and inclusive work environment. We respect and respond to the many competing and evolving priorities in our lives so you can focus on what you can do best - put clients first.

EOE/M/F/D/V

About RBC:

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